

OrthoAtlanta Activates Swift Response to Data Breach

Atlanta (September 18, 2020) – Georgia-based OrthoAtlanta, an orthopedic and sports medicine practice, has notified its patients via mail of a data breach that compromised its back-end management network. Outreach to impacted patients began on Friday, Sept. 11.

Upon learning of the breach on August 10, 2020 from government officials, OrthoAtlanta contacted the FBI and other leading security experts in the field to conduct a thorough, forensic investigation to learn what information was compromised as well as any impacted patient information.

The investigation revealed that on or about July 12, 2020, a ransomware attack occurred on OrthoAtlanta's back-end management network, impacting the data of less than one percent of the organization's patients. This network primarily stored financial and accounting information as well as some protected health information, which may have included a variation of patient names and addresses, birthdates, phone numbers, medical or health insurance information and social security numbers. OrthoAtlanta's electronic medical record (EMR) system was not compromised.

OrthoAtlanta is providing no-cost identity monitoring for impacted patients. Patients also can contact a toll-free call center at 1-866-925-2043 if they have questions or would like additional information. The call center is available Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding holidays. Impacted patients will receive notification via mail of the data breach. Individuals may wish to proactively monitor their account statements, bills and notices for any unusual activity and to promptly report any concerns. We are posting this notice on our website because we may not have current contact information for some individuals. The attached Reference Guide provides additional information about how to obtain free credit reports, fraud alerts, or security freezes and the contact information for the major credit bureaus.

This substitute notice and toll-free number will remain active for at least 90 days.

Patient care is at the core of OrthoAtlanta's mission as is the critical role the practice plays in protecting patient privacy and confidentiality. While data breaches have become unfortunately common across all industries, and especially in healthcare, OrthoAtlanta regrets any inconvenience or undue stress this event has placed on its patients.

OrthoAtlanta will continue to aggressively pursue every action to resolve the situation and is reviewing and enhancing its security protocols and safeguards to avoid an event like this for its patients in the future.

About OrthoAtlanta

[OrthoAtlanta](#) is one of the largest physician-owned orthopedic and sports medicine practices in Georgia, providing an integrated approach to delivering musculoskeletal care. With 40 physicians serving in 13 offices, OrthoAtlanta provides the highest level of patient care for injury or deformity of muscles, joints, bones and spine. OrthoAtlanta offers convenient accessibility to a full range of musculoskeletal surgeons, specialists and patient services. Comprehensive operative and non-operative musculoskeletal care and expertise includes sports injuries, sports medicine, arthroscopic surgery, hip replacement, knee replacement, neck and spine surgery, elbow and shoulder surgery, hand and wrist surgery, foot and ankle surgery, physical medicine and rehabilitation, pain management, arthritis treatment, general orthopedics, work related injuries, trauma and acute orthopedic urgent care. OrthoAtlanta Surgery Centers in Austell and Fayetteville provide cost-effective, same-day surgical procedures in an accredited outpatient center. For more information, visit orthoatlanta.com.

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Additional Resources

Contact information for the three nationwide credit reporting agencies is: Equifax, P0 Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111 Experian, P0 Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742 TransUnion, P0 Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. You should remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, RD. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You may place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/fbc/edu/microsites/idtheftf, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.